

3.2 Case File Transfer for Open Cases

Case file transfers for an open case can take place for the following reasons:

1. The individual has moved to another part of the state and it is in the best interest of the consumer to transfer the case.
2. The individual has chosen another counselor to work with his/her program (requires supervisory approval).
3. The individual has multiple disabilities and based on the primary disability it is in the best interest of the consumer to have another counselor or agency serve them.

Cases that are being transferred to another district office within the same division should follow these procedures:

1. A case can be transferred only after the new address and other contact information has been obtained and is in the case file.
2. It is recommended that both counselors discuss the new case before transfer.
3. A case can be transferred after the meeting is scheduled between the consumer and the new counselor. If it is questionable whether or not a consumer will follow through on relocating or meeting with the new counselor, it is permissible to transfer the case after the initial meeting between the consumer and the new counselor has taken place. In cases where case transfer is delayed until after the meeting with the new counselor, the former counselor will grant Guest Access with "Update – Full" capacity to the new counselor prior to the appointment.
4. The case file documentation should be brought up to date.
5. If there are unpaid authorizations, it should be determined who will be handling the payments.
6. Notify the counselor and support staff that will be receiving the transferred case.
7. The counselor will ask the clerical positions in the office to transfer the case files in the VR FACES system. Procedures for case file transfers as noted in the FACES manual should be followed.

If an applicant is blind or visually impaired and can benefit from SBVI services, then the applicant should submit his/her application to SBVI. This includes situations where the applicant has multiple disabilities. If the applicant has already applied with the incorrect division, it is necessary to contact the case management system manager in order to transfer the case.

Transfer of cases between DRS and SBVI:

DRS and SBVI are two separate designated state units for federal reporting purposes. Therefore, it is not allowable to simply transfer a case from one agency to the other by changing the office and caseload numbers on the VR FACES system. In an instance where the application date is in a prior Federal Fiscal Year and it is determined that the case should be with the other VR division, the case must be closed unsuccessful and a new one opened with the other division. If the application date is in the same Federal Fiscal Year, the state office may be able to transfer the case. If transferred, the application origination and payments need to be corrected by the case management system manager.

Case File Transfer for Closed Cases

At times an individual applies for services but they had a previous case in another district office. The information in the previous case may be essential and needed for the new case. The District Office with the new applicant should contact the previous counselor to request access to the previous case file. This can be done by two methods:

1. The previous case file can be transferred to the new office and the paper file also sent to the new office; or
2. Guest Access can be given in the VR FACES to the previous cases and copies of the necessary records can be sent to the new office.

The VR Counselor and District Office where the previous case is located would make the determination as to the appropriate method used. Method #1 is the recommended method. Counselors should be aware that doing method #1 will remove the case record as one of their previous closures. This is only an issue when the case was closed successfully rehabilitated during the current Federal Fiscal year. Closures in previous Federal Fiscal Years have already been reported.

Transferring closed cases between DRS and SBVI is not an option.

Revised 2/26/10